



Managerial Selection Process

EXECUTIVE SELECTION SERVICES

The State of California strives to maintain a diverse workforce and be an equal opportunity employer to all regardless of race, religious creed, color, national origin, ancestry, age, disability (physical or mental), medical condition (cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, or related medical condition), gender, gender identity, gender expression, sexual orientation, political affiliation, or military and veteran status. It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and this special trust placed in public servants.

THIS IS A CALTRANS OPEN EXAMINATION.

CLASSIFICATION: INFORMATION TECHNOLOGY MANAGER II
(PENDING DOF APPROVAL)

POSITION TITLE: CHIEF, END-USER SUPPORT BRANCH

DIVISION: INFORMATION TECHNOLOGY

LOCATION: HEADQUARTERS – SACRAMENTO

SALARY: \$8,949 - \$10,877

FINAL FILING DATE: May 9, 2019

If you are interested in additional Information Technology Manager II vacancies, you may also apply for: 19MSP16, 19MSP17 and 19MSP19. A separate State Application and Statement of Qualifications package **must be submitted for each position.*

RESPONSIBILITIES

Under general direction from the Chief Technology Officer (CTO), the incumbent serves as Chief of the End-User Support Branch (ESB), which is comprised of the Desktop Support Services Section, Enterprise Services Section, and Software License and Configuration Management Section. The incumbent oversees these three business sections that are responsible for supporting over 19,000 Caltrans employees. The incumbent has full management responsibility for policies, standards, processes, procedures for the analysis, design, implementation, maintenance and operation of Caltrans' Information Technology (IT) services as well as full management responsibility for organizing, planning, coordinating, directing and controlling all activities associated with the day-to-day operations of the ESB.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications by the final file date to participate in this examination.

One year of experience as an Information Technology Manager I; or

Seven years of information technology experience performing a variety of progressively responsible technical, analytical, supervisory, or managerial tasks in support of computer systems or services in one or more of the major six domains or a closely related or emerging information technology field. At least three years of experience shall include performance of highly specialized work in a lead capacity on highly complex or specialized information technology systems or services, or in a progressively responsible supervisory or managerial capacity over highly complex or specialized information technology systems or services.

A master's or doctorate degree from an accredited college or university may substitute for four years of the required general information technology experience. A bachelor's degree from an accredited college or university may substitute for three years of the required general information technology experience. An associate degree from an accredited college may substitute for one year of the required general information technology experience. Only one degree may be used for substitution.**

When using education to meet minimum qualifications, education must include 15 semester units (or 22.5 quarter units) of information technology or closely related course work.**

STATEMENT OF QUALIFICATIONS

A Statement of Qualifications (SOQ) is required and must be submitted along with your State application. The SOQ is a discussion of how an applicant's education and experience meet the evaluation criteria below and qualify them for the position. The SOQ serves as documentation of each candidate's ability to present information clearly and concisely in writing. You must include specific examples addressing each of the evaluation criteria listed below. The SOQ **must not** exceed two (2) pages in length. Resumes, letters, and other materials will not be considered as your response to the SOQ. The SOQ will be utilized as screening criteria for the hiring interview only and will not be used for the purposes of examination.

1. Describe your Information Technology education and experience that have prepared you for this senior IT management position.
2. Describe your leadership experience in overseeing large and complex IT operations with regards to staff size, managers supervised, annual budget, number of customers, sites, IT systems, contracts, etc.
3. Describe your experience in establishing, maintaining and enforcing IT policies, standards, processes and procedures.
4. Describe your IT operations management experience in IT Help Desk, desktop support, incident management, mobile device management, desktop and mobile computer configuration management, IT asset management and end-user productive software.

SOQ Instructions:

- Must not exceed two (2) pages in length
- Must be written in no less than 12 point font
- Each evaluation criteria must be addressed separately and in order

EXAMINATION INFORMATION

This process provides for examination and job-selection specific to each position and consistent with the knowledge, skills, and abilities of the classification. All applicants must meet the minimum requirement for this examination by the final filing date.

This examination will utilize an evaluation of each candidate's experience and education (E&E) compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her State application (STD. 678). List all experience relevant to the "Minimum Qualifications" shown on this announcement.

In order to obtain a position on the eligibility list, a minimum score of 70% must be attained. This examination will not establish a civil service list; therefore, candidates will not have the ability to transfer their eligibility to other departments. Candidates will be notified in writing of their examination results.

****If using your college education to meet the minimum qualifications, college transcripts must be submitted with your application and SOQ. Unofficial transcripts will be accepted for entrance into the examination, however, official transcripts will be required prior to appointment.**

Click on the link below to review the California State Personnel Board class specification which contains the requirements for admittance to the examination:

<http://calhr.ca.gov/state-hr-professionals/pages/1400.aspx>

FILING INSTRUCTIONS

1. Complete a signed State application (STD. 678) and identify **MSP Number: 19MSP18**
2. Complete the Statement of Qualifications (SOQ)
3. ****If using your college education to meet the minimum qualifications, college transcripts must be submitted with your application and SOQ. Unofficial transcripts will be accepted for entrance into the examination, however, official transcripts will be required prior to appointment.**
4. Submit the State application and SOQ (and college transcripts, if applicable) to:

**Department of Transportation
ATTN: Gwen Ling (19MSP18)
1727 30th Street, MS-86
Sacramento, CA 95816**

The State application must be received or postmarked by the final file date of **May 9, 2019**. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application. Interagency mail received after this date will NOT be accepted.

Questions regarding this examination process should be directed to Gwen Ling at (916) 227-7841.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please write to Caltrans, Office of Examinations and Executive Selection Services, 1727 30th Street, MS-86, Sacramento, CA 95816 or contact us by phone at (916) 227-7858. TTY users contact the California Relay Service at 711.